



Total Experience
Level Of Service

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- 📍 **We sincerely acknowledge our members & clients:**
 - We will greet all members/clients by name, with a warm welcome, and a fond farewell.
 - We will offer water and towels, or provide it upon request for each member.
 - We will ask how they are feeling and when they last ate to gauge energy level.
 - We will facilitate introductions between clients, members and other staff to help build a sense of community.
 - While focusing on our clients, we will make a conscious effort to be alert and courteous to the needs of other members.

- 📍 **We promote the benefits of all of our services:**
 - We will continually work towards facilitating opportunities to provide members with our services.
 - We will seek the information and coaching required to properly promote all our health services.
 - We will facilitate the scheduling of our clients with other practitioners when their services are required.

- 📍 **We will continually focus on Member Integration:**
 - We will ensure that every member has received an AIM assessment to help best determine what they need to help them reach their goals.
 - We will discuss with members all the services we provide so that each member understands all that TELOS has to offer them in pursuit of their health and fitness goals.
 - We will facilitate introducing members to the Member Experience Manager so they have full access to all Telos services.
 - We will always confirm the next appointment time with our client at the end of the current session.

- 📍 **We are professional in our personal appearance:**
 - We will always start our personal training session within the first 5 minutes of the hour.
 - We always have correct uniform and nametag when arriving for a personal training session.
 - During a personal training session, our body language is always energetic, engaging and focused.
 - Our personal grooming is professional and impeccably clean and neat.
 - We acknowledge our reputation as role models for health and fitness.

- 📍 **We are all accountable for the beauty of exercise areas and our club:**
 - We will take a moment to pickup litter and trash that we come across during training sessions.
 - We will make sure to return all equipment we use during a session to its appropriate spot.
 - We will do our part to maintain club-wide standards of cleanliness.



PERSONAL TRAINING

Total Experience
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Continued

- ① **We strive for effective and friendly communication to enhance our member's experience:**
 - When we receive a referral, we immediately follow up with the referring member to thank them and provide them with a complimentary session to show our appreciation.
 - We regularly inquire about client satisfaction with his/her fitness regimen and address any dissatisfaction.
 - We routinely refer back to the information gained during the AIM assessment to substantiate choices made in their fitness program
 - If we ever inconvenience a client by rescheduling or canceling a session within the 24 hour period we will provide them with a complimentary session.
 - We actively support and encourage clients use of the Member Experience Manager service for their convenience.

- ① **We are accountable for the productivity and fiscal objectives of our club:**
 - In order to provide the highest level of service to our clients, we commit to working on a full time basis of 32 hours or more.
 - We set productivity targets and are accountable to these objectives.
 - When we are on vacation, traveling, or ill, we are committed to arranging for regular clients to train with our peers.
 - We are responsible for the accurate and timely reporting of payroll, productivity, and other metrics related to the personal training department.
 - We continually strive to increase the number of members that we serve and improve the quality by which they are served.

- ① **We deliver an exceptional programming experience:**
 - Through the AIM assessment we establish, and regularly review, our clients goals and provide them with a written, specific plan of action
 - Every 6 weeks we review our progress in comparison to the initial plan provided during the assessment process to determine the next course of action
 - When appropriate to ensure client well-being, we share client information with other TELOS practitioners when needed.
 - We balance our knowledge about the biomechanical needs of clients with their expressed health and fitness goals.